There is no better way to put our Service Excellence Standards into action than by providing compassionate and excellent service to those we serve. Our patients and visitors deserve a welcoming, supportive environment – the same kind of environment where we want to work and physicians want to practice. Service excellence is about treating every interaction as if it’s the most important of the day. It’s about going the extra mile to exceed expectations, and our Service Excellence Standards call us to do just that.
Our Service Excellence Standards

**Accountability:**
We use our human and financial resources responsibly by utilizing our time and resources well and embracing technology to enhance productivity.

**Communication:**
We strive for transparent and effective communication that supports organizational success, protects confidentiality, and strengthens trust.

**Excellence:**
We constantly strive to provide the highest quality care and service in a safe environment.

**Innovation:**
We identify and apply innovative approaches to new ideas and processes while adapting to change.

**Respect:**
We treat all people with respect and compassion. We are honest in all situations, accept differences, and act selflessly by thinking of others first.

**Teamwork:**
We demonstrate that our strength is in our people, working together with personal responsibility and trust. We anticipate the needs of each other and lead with a positive attitude and recognition of others.

**Here is how you can demonstrate our Value of Accountability:**
- Be on time and ready for all work related activities.
- Admit mistakes.
- Do what you agree to do.
- Use all resources wisely.
- Share ideas about cost saving measures.

**Here is how you can demonstrate our Value of Communication:**
- Use “please” and “thank you.”
- Do not use medical jargon or acronyms when speaking with patients.
- Explain to those you serve what you are doing and why. Ask them if they have any questions or concerns.
- Be an active listener.
- Communicate truthfully.
- Keep the patient informed about wait times and delays.
- Maintain confidentiality.

**Here is how you can demonstrate our Value of Excellence:**
- Try to anticipate, and routinely ask, if there is anything else you can do for patients to meet their needs.
- If a patient complains of pain, take action or notify the appropriate member of the care team so that there is no delay in responding to the patient’s need.
- Pick up litter and debris that you come across in hallways, work areas, patient care areas, and meeting rooms.
- Maintain a safe environment by calling upon Facilities when you see something that needs attention such as a burned out light bulb or a spill.

**Here is how you can demonstrate our Value of Respect:**
- Greet people and smile.
- Make and maintain eye contact and call patients by name. If you don’t know someone’s name, introduce yourself and ask how the person would like to be addressed.
- Acknowledge family members and visitors, and introduce yourself.
- Assist others in finding their way around the organization. Take them to their destination or find someone who can.
- Always wear your name badge at work. Wear it high on your body where it can be seen.
- Know and follow the Personal Appearance policy.
- Knock before entering a patient’s room.
- Make sure patients are fully covered when moving or transporting them.
- Maintain the privacy of our patients.
- Do not talk about your personal life or that of others where patients can hear you.
- Interact on the telephone with a smile and include your name and department.
- Ask for permission to place the caller on hold. If on hold, update and offer to return call, if necessary.
- Make sure the caller reaches someone when a call is transferred. Inform the caller to whom they are being transferred; offer to give them the phone number, if appropriate.
- Park only in designated areas.

**Here is how you can demonstrate our Value of Teamwork:**
- Recognize co-workers for providing excellent service.
- Speak positively of physicians, managers, co-workers, and Portage at all times.
- Thank and compliment co-workers in front of others.
- Share stories of service excellence.
- Look for ways to help co-workers.
- Do not gossip.
- Treat others as you would like to be treated.

**Mission**
Making Communities Healthier®

**Vision**
To make each of our hospitals a place where people choose to come for care, physicians want to practice, and employees want to work.